

Report + Support Annual Report

October 2020 to September 2021



Stand together

Report it, be supported

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Notes for the reader

- While we have used the acronym BAME (Black, Asian and Minority Ethnic) in certain parts of our report, we do recognise the complexities of using a reductionist term to describe a population that is highly diverse and has varying experiences and outcomes within higher education and society in general. Where appropriate, we have disaggregated our ethnicity data to ensure a more nuanced approach.
- For queries regarding this report, please contact Durham University's Equality, Diversity and Inclusion Unit through report.support@durham.ac.uk.

Introduction

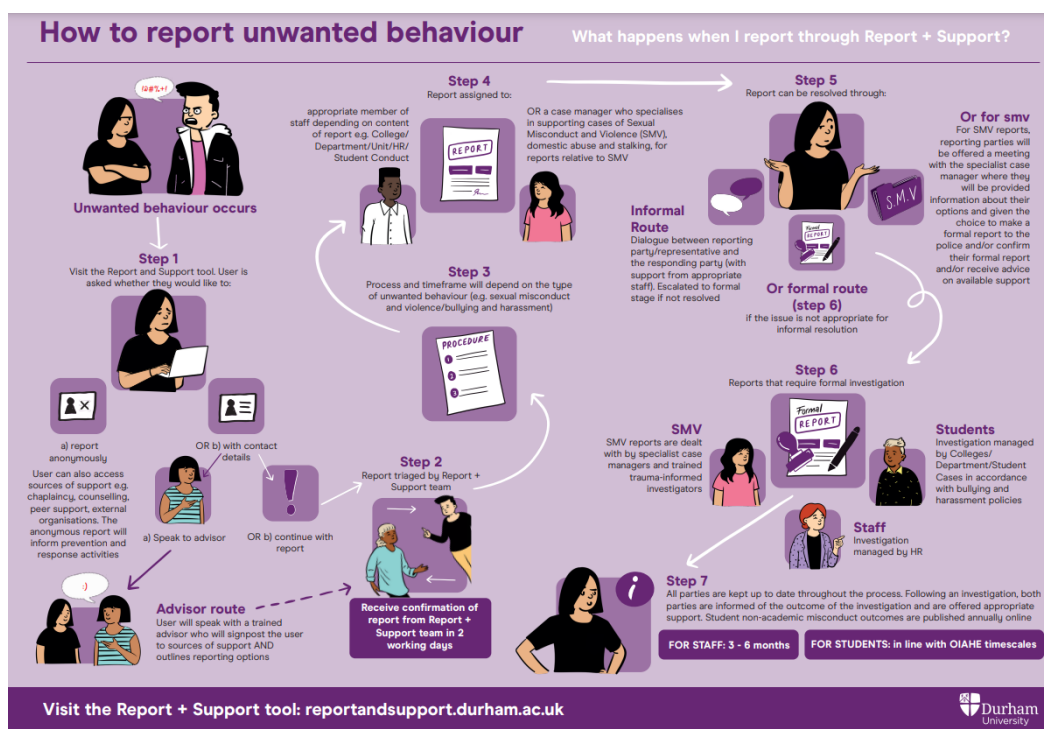
Durham University introduced the [Report + Support \(R+S\)](#) online tool in October 2019 as part of the Office for Students funded project on [tackling religious and race-based hate crime](#). Managed by the University’s Equality, Diversity and Inclusion Unit, the R+S tool provides a centralised and easy to access platform, where staff and students can report any unwanted behaviour and find information on support within the University and externally.

In addition to contributing to reducing barriers to reporting unwanted behaviour, the R+S tool enables the University to track the prevalence and form of unwanted behaviours across the institution, which in turn, informs the development of appropriate interventions.

This report only includes data that is reported through the tool and does not include information captured through other reporting pathways; as such, it does not cover all reports made to Durham University. Data featured in this report has also been fully anonymised to ensure there is no risk of identification.

Overview of the reporting process

Click [here](#) to view an enlarged version of the infographic below, which provides information about what happens when one reports an unwanted behaviour through the R+S tool.



Data snapshot: Oct 2020 to Sept 2021

169 reports have been made from 01 October 2020 to 30 September 2021, with the greatest number of reports in February and September 2021.

Reports of **bullying and harassment** remained the most commonly reported incident type, making up 34% of all reports. This was more prevalent among staff.

Anonymous reporting remained the preferred mode of reporting by students and staff, accounting for **64%** of all reports. This mode of reporting is more common among undergraduate students.

Fear of retaliation by the perpetrator was still the most common reason for reporting anonymously (18%).

Online incidents continued to be the most common, accounting for more than a third of all reports (41%).

Roughly half of all reports came from **undergraduate students** (47%).

Most reporting parties identified as:

- White
- Women
- Heterosexual
- Not having a religion
- Not having a disability
- Not being trans
- 18 to 21 years old

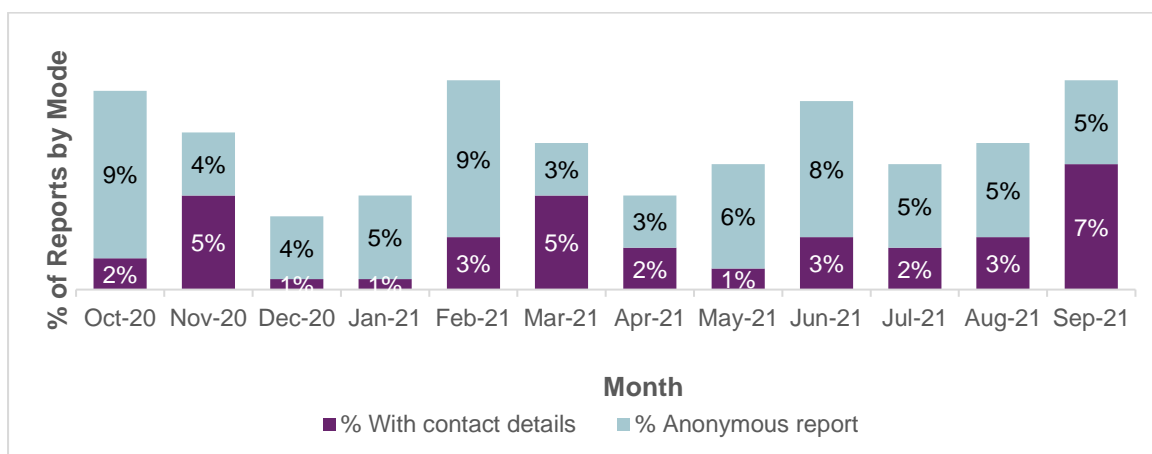
The University's ongoing work relating to **training and policy change** will continue to be critical to our preventative approach to tackling unwanted behaviour.

Data insights

Reports over time

A total of **169 reports** were received through R+S during the period 01 October 2020 to 30 September 2021 (having removed any duplicates), indicating a marginal increase from the previous year's total of 168 reports. The distribution of reports over the period in Figure 1 shows that the peak months for reporting were **February and September 2021**.

Figure 1. Percentage of total reports by month and by mode, October 2020 to September 2021

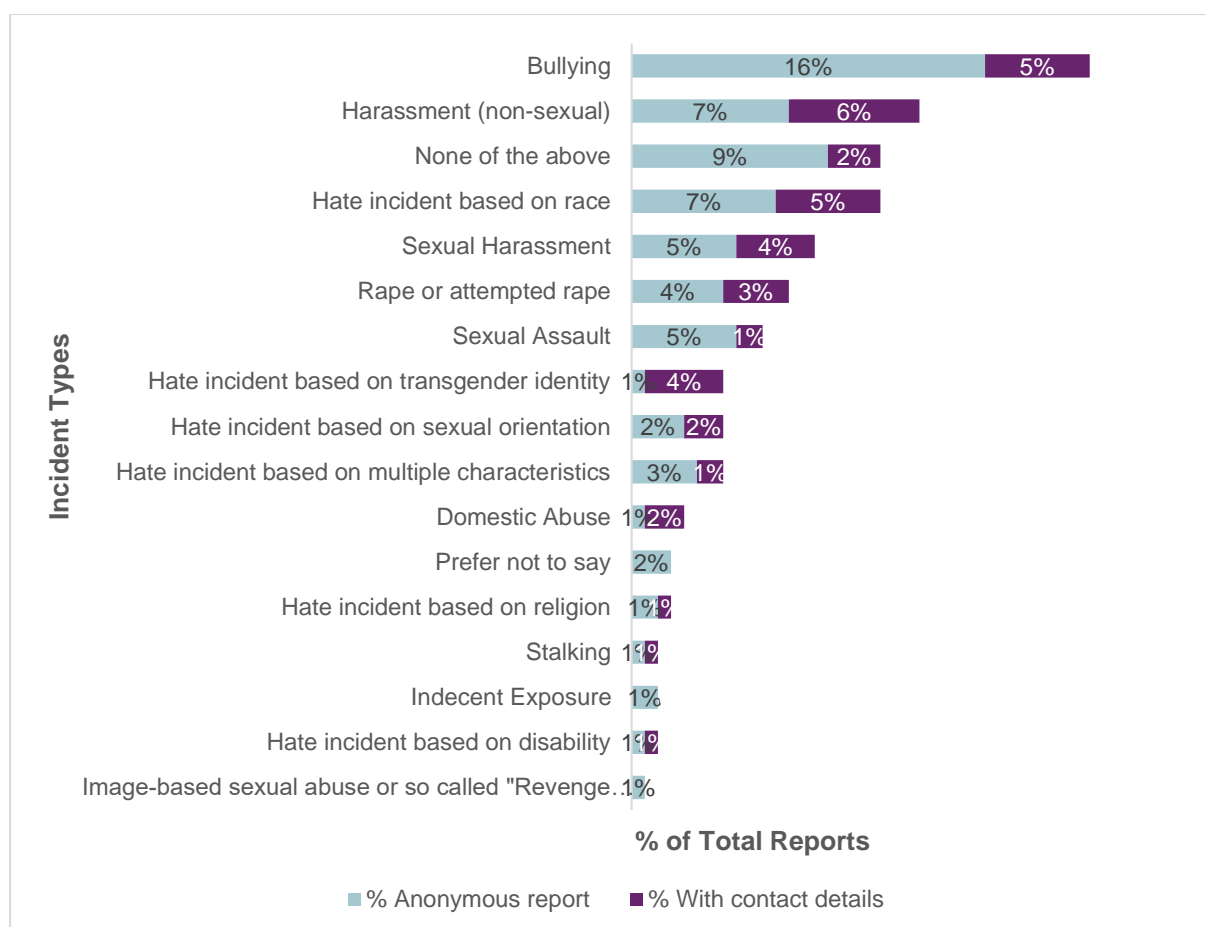


While a higher number of the reports received in February were anonymous (relating to sexual misconduct and violence 27% and bullying 20%), reports in September were mostly with contact details comprising of online hate incidents based on transgender identity (50%) and hate incidents based on race (17%). It is interesting to note that the month of September (when most student induction activities take place) also had the second highest number of reports received during the previous academic year.

Incident types

As shown in Figure 3, **bullying (21% overall)** is the most common type of incident reported during this period, with 16% of which being anonymous reports and 5% with contact details. This was followed by **non-sexual harassment (13% overall)**.

Figure 2. Percentage of reports by incident type and report mode



When incident types are clustered (see Figure 3), as with the previous year, **bullying and harassment (34% overall)** still account for more than a third of all reports received during this period. The majority of these incidents (**23%**) were reported anonymously.

Figure 3. Clustered incident type broken down by report mode, 2020/21 (and change from previous year)

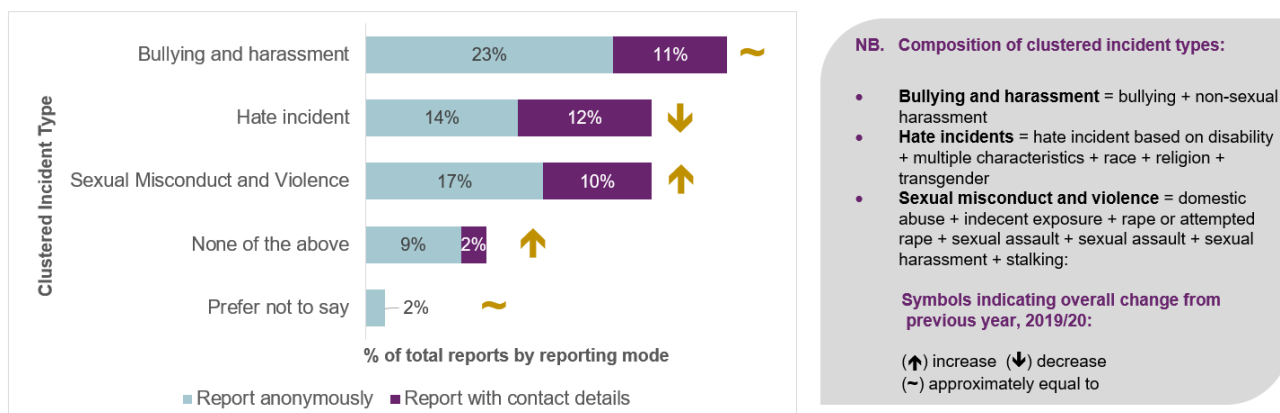
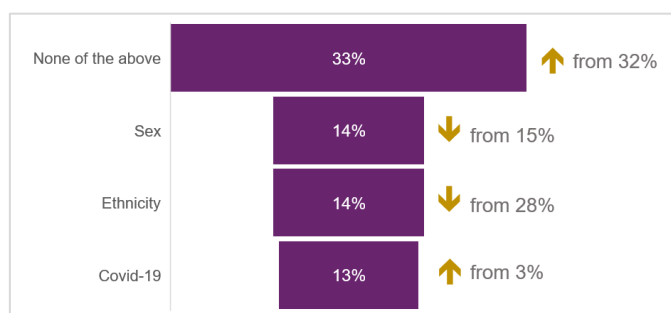


Figure 4. Top 4 perceived contributing factors, 2020/21 (and change from previous year, 2019/20)



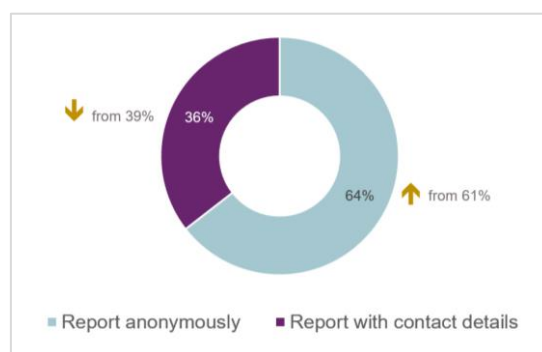
The R+S tool also enables reporting parties to provide information on the perceived factors relevant to their reports (including protected characteristics), as depicted in Figure 4. It should be noted that a reporting party may not be the same as the person experiencing the unwanted behaviour. Reporting parties may also select more than one factor and 22% of the reporting parties identified two or more perceived causes of the incident they reported.

Report mode (anonymous or with contact details)

Anonymous reporting remained the preferred mode of reporting by students and staff members, accounting for almost two thirds (**64%**) of reports as can be seen in Figure 5.

The increased percentage of anonymous reports denotes that more work needs to be done to strengthen staff/student confidence to reporting experiences with contact details. While an important feature of the tool, anonymous reporting limits the ability of the University to provide personalised signposting and support. However, such reports are used to enhance understanding of experiences and to inform preventative measures.

Figure 5. Report mode, 2020/21 (and change from previous year, 2019/20)



Data also indicated that this reluctance to identify oneself in the process of reporting is more common among undergraduate students (27% of total reports), compared to staff (20%) and postgraduate students (7%).

Table 1. Reasons for anonymity, 2020/21 (and change from the previous year, 2019/20)

Reasons for anonymous reporting	% of total reasons 2020/21	% of total reasons 2019/20
I am worried the perpetrator would retaliate	↑ 17.7%	14.6%
I am worried about being called a troublemaker	↑ 12.0%	11.4%
I cannot prove the behaviour took place	↑ 10.1%	9.3%
Nothing would be done if I made a complaint	↓ 10.1%	12.4%
I am worried that I won't be believed	↓ 8.5%	8.6%
I am worried that there would be repercussions in my social circle	↑ 6.9%	5.0%
Making a complaint would have a negative impact on my health	↑ 6.6%	6.1%
None of the above	↑ 4.7%	4.6%
I have concerns it might affect my current/future career	↓ 4.1%	8.6%
I feel too embarrassed or ashamed	↑ 3.8%	3.2%
I reported it to someone at the University but they didn't take it seriously	↓ 3.8%	6.1%
It's not serious enough to warrant a complaint	↑ 3.8%	2.5%
I don't have time to make a complaint	↑ 2.8%	2.5%
I don't want to get the other person/people into trouble	↑ 2.5%	1.4%
I don't want anyone to know it took place	↓ 1.3%	3.2%
I feel partly to blame for what happened	↑ 1.3%	0.7%

To help identify common barriers to named reporting, the tool enables reporting parties to provide reasons for anonymity, with the option of selecting multiple responses (see Table 1). Overall, *I am worried the perpetrator would retaliate (18%)* remained the most common reason. There was a slight increase in proportion of reporting parties indicating that they are *worried about being called a troublemaker (12% from 11%)*. Importantly, there was a decrease in the proportion of reporting parties who have selected that *nothing would be done if I made a complaint (10% from 12%)*, which can be an indicator of an incremental improvement in the attitude towards the effectiveness of the reporting process among members of the University community.

Affiliations and locations

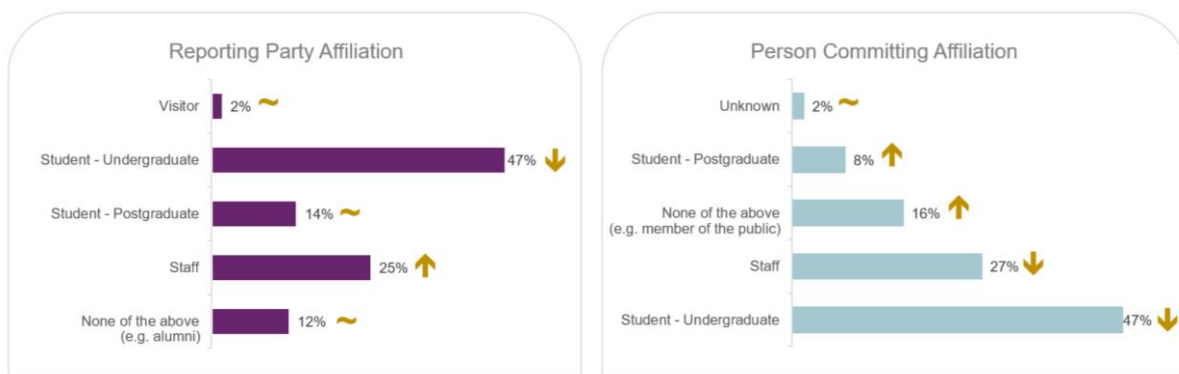
The highest number of reports received during this period came from **undergraduate students (47%)**, followed by **staff (25%)**, as depicted in Figure 6.

As with the previous year, the distribution of reporting parties is roughly proportional to the composition of the staff and student community at Durham University, where undergraduate students made up 63% of the population, postgraduate students 16%, and staff 21% in 2020/21.

Incidents of unwanted behaviour were mostly reported by UG students as coming from fellow UG students (35% of all reports). For reporting parties who are staff, unwanted behaviour was reported to be mostly committed by fellow staff (17% of all reports).

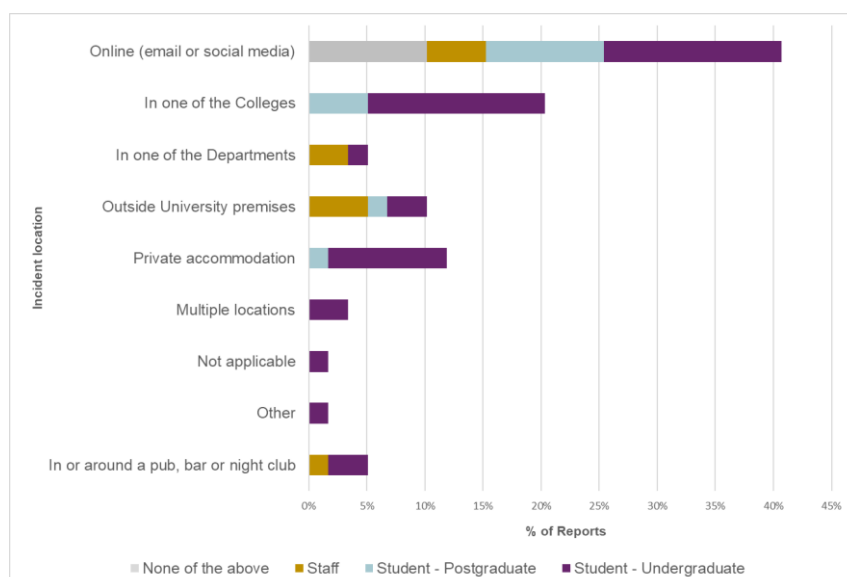
Reports from staff were generally related to bullying and harassment (14% of all reports), while undergraduate students' reports were mostly related to sexual misconduct and violence (18% of all reports). Postgraduate students reported mostly about hate incidents (7% of all reports).

Figure 6. Affiliation of reporting party and person committing, 2020/21 (and change from previous year, 2019/20)



NB. We use the term "commit" for consistency with the terms used in the R+S tool to distinguish between people subjected to unwanted behaviour from those committing unwanted behaviour.

Figure 7. Percentage of reports by location and reporting party affiliation, 2020/21



During this period, a substantial proportion of incidents took place **online (41%)**; which is reflective of the previous year's report, with teaching, learning, working and other activities more likely to be held virtually. This was followed by those that have taken place in one of the **colleges (20%)**, in **private accommodation (12%)**, **outside the University premises (10%)** and in **one of the departments (5%)**.

Demographic characteristics of reporting parties

The R+S tool collects optional demographic data about the reporting party, who may not necessarily be the person who experienced the unwanted behaviour (see Table 2). Of the responses received during this period, most reporting parties identified as:

- White
- Women
- Heterosexual
- Not being trans
- Not having a religion
- Not having a disability
- 18 to 21 years old

A high proportion of our Black, Asian and Minority Ethnic reporting parties identified as Chinese (5.9%), who are mostly undergraduate students. This was followed by reporting parties who identified as having a mixed ethnic background (4.7%), see Table 3.

Table 2. Demographic characteristics of reporting parties, 2020/21 (and change from the previous year, 2019/20)

Characteristic	%	
Ethnicity		
White	65.7%	↑
Black, Asian and Minority Ethnic (BAME)	20.1%	↓
Prefer not to say	13.0%	↓
None of the above	1.2%	↑
Gender Identity		
Woman	55.6%	↓
Man	27.2%	↑
Prefer not to say	14.2%	~
Non Binary	3.0%	↑
Sexual Orientation		
Heterosexual	53.3%	↓
Prefer not to say	21.3%	↑
Bisexual	11.2%	↑
Queer	5.3%	↑
Gay/lesbian (Homosexual)	4.7%	↑
None of the above	2.4%	↑
Asexual	1.8%	↓
Religion and Belief		
No religion	27.8%	↓
Prefer not to say	19.5%	~
Christian	17.2%	↓
Agnostic	15.4%	↑
None of the above	8.3%	↓
Jewish	4.7%	↑
Muslim	4.1%	↑
Spiritual	1.8%	↓
Buddhist	0.6%	~
Humanist	0.6%	↑
Disability		
No	72.2%	↑
Yes	14.2%	↓
Prefer not to say	13.6%	↑
Age		
18 to 21 years	34.3%	
Prefer not to say	27.8%	
22 to 25 years	11.2%	
36 to 45 years	10.1%	
26 to 35 years	7.7%	
Information Unknown	3.6%	
46 to 55 years	3.0%	
Under 18	1.8%	
56 years and over	0.6%	
Trans identity		
No	82.8%	
Prefer not to say	13.6%	
Yes	4.0%	

NB.

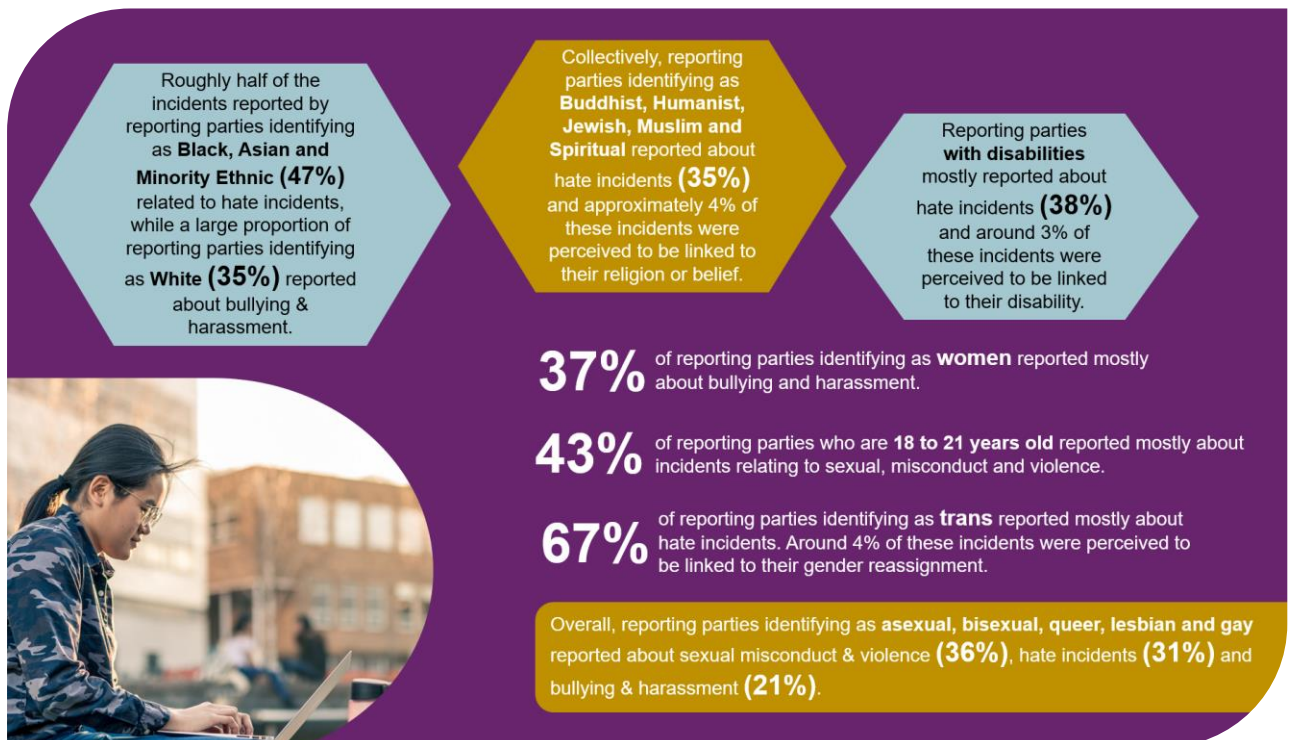
- Percentages for these tables are calculated over the entire sample, n=169.
- In the previous year, responses regarding age range and trans identity were not captured consistently due to a technical issue, which was then rectified.

Table 3. Ethnicity of reporting parties disaggregated, 2020/21

Ethnicity	% of Reporting Parties
Any other Asian background	1.2%
Any other Black background	0.6%
Any other ethnic group: Latin American	0.6%
Any other Middle Eastern background	2.4%
Any other White background	3.6%
Asian British	2.4%
Bangladeshi	0.6%
Chinese	5.9%
Mixed ethnic background	4.7%
None of the above	1.2%
Pakistani	1.8%
Prefer not to say	13.0%
White British	56.8%
White Eastern European	0.6%
White Irish	1.8%
White Western European	3.0%

Key insights emerging from the cross-tabulation of demographic characteristics and incident types are featured in Figure 8 below.

Figure 8. Headlines: Demographic characteristics and incident types, 2020/21



Updates and next steps

In our annual report for 2019/20, four themes in relation to our work around the R+S tool have been identified with corresponding areas for action, which we have been implementing in the past year.

Progress against each of the themes are outlined below, along with our next steps. Please note that the examples mentioned are non-exhaustive – for instance, information on the University’s ongoing prevention and response work on sexual misconduct and violence (SMV) can be viewed [here](#).

Theme	Updates and next steps
<p>Communication and education</p>	<p>Recognising that reports of unwanted behaviour are critical to effective prevention and response, it has been our ongoing aim to raise awareness of the R+S tool, as well as the knowledge of reporting processes. Building on our existing suite of R+S campaign and promotional materials, the University’s EDI Unit have commissioned: (a) targeted infographics focusing on demystifying the reporting process and (b) a new video providing examples of incidents of unwanted behaviour that staff and students can report via the R+S tool. Additionally, we have co-developed a communication campaign to be rolled out at different points of the academic year.</p> <p>It is important to note that we anticipate a rise in reports following our communication campaign; and we view an increase in incoming reports to be an indicator of trust and confidence in the reporting process and subsequent response. In particular, an increase in reports with contact details over time is an indicator of increased trust in the University process.</p>
<p>Prevention</p>	<p>The R+S platform continues to be an integral tool in shaping prevention strategies at primary, secondary, and tertiary levels—with reporting data providing insights on emerging trends and prevalent issues among members of the University community.</p> <p>Our HROD’s EDI Learning and Development team has introduced the Respect, Values and Behaviour e-Learning and workshop which enables members of the University community to recognise and challenge unwanted and disrespectful behaviours. The Staff Concerns Policy and Procedure has also been recently updated following a comprehensive consultation with various stakeholder groups. A resource hub was introduced to support this new approach and to enhance line managers’ capability to recognise and respond to bullying and harassment concerns.</p>
<p>Response and support</p>	<p>Our focus for this theme continued to be on identifying and removing barriers to reporting and increasing access to support for reporting parties. For instance, we are in the process of expanding, diversifying and reconfiguring the Concerns, Bullying and Harassment Advisors (CBHAN) Network.</p> <p>The CBHAN Network is available to both students and staff and is composed of trained staff volunteers from across the University. They provide guidance to help students and staff who have experienced unwanted behaviour understand what options and support services are available to them.</p>
<p>R+S online tool</p>	<p>We are continuously refining the R+S tool, incorporating user-need driven functionalities and introducing changes to our reporting forms, such as the addition of “spiking” as an incident type under the SMV category.</p> <p>We will continue to work closely with the tool’s developer, Culture Shift, and their network of partner institutions to ensure that we are regularly updated on new features and are harnessing expertise from across the sector.</p>